

Table S1. Descriptive analysis levels of the 57 items and correlation with the general satisfaction of physicians and nurses.

Items	N	Mean	SD	Overall Satisfaction Physicians	Overall Satisfaction Nurses
Q1 We had a daily meeting with physicians and nurses about the medication and the care of our child	161	5.43	1.09	0.34	0.25
Q2 Physicians and nurses answered our questions clearly	161	5.59	0.90	0.31	0.38
Q3 The information given by physicians and nurses were consistent with each other	159	5.30	1.19	0.29	0.38
Q4 We were immediately informed in case of worsening of our child health condition	130	5.52	0.94	0.27	0.45
Q5 Physicians and nurses provided us clearly information about our child illness.	144	5.61	0.85	0.42	0.30
Q6 Physicians clearly informed us about the consequences of the treatment that was administered to our child.	146	5.54	0.98	0.25	0.21
Q7 Physicians and nurses gave us comprehensible reports about medical examinations and interventions.	153	5.45	0.97	0.30	0.22
Q8 Physicians and nurses gave us clear information about drug effects.	150	5.12	1.35	0.39	0.27
Q9 Physicians informed us about the prospects for our child future health.	153	4.93	1.38	0.18	0.20
Q10 The informative material that was provided included clear and complete written information.	117	5.28	1.19	0.25	0.21
Q11 The information that physicians and nurses gave us were very clear.	158	5.45	1.00	0.30	0.39
Q12 Physicians and nurses provided us truly and honest information.	158	5.75	0.67	0.28	0.26
Q13 Physician - nurse collaboration was good.	157	5.73	0.63	0.38	0.40
Q14 The staff paid attention to prevention and pain care of our child.	151	5.60	0.72	0.31	0.34
Q15 Physicians and nurses are familiar with their work. They know what to do.	157	5.82	0.42	0.26	0.38
Q16 The proper medication was always administered promptly.	127	5.43	1.01	0.30	0.35
Q17 Physicians and nurses were aware about our child clinical history.	158	5.48	0.96	0.31	0.49
Q18 Physicians and nurses paid attention to our child development stage.	155	5.59	0.80	0.35	0.45
Q19 Physicians and nurses took promptly actions in case of worsening of our child clinical condition.	131	5.73	0.56	0.38	0.36
Q20 Our child needs were efficiently met.	154	5.60	0.71	0.30	0.51
Q21 The health staff worked to achieve a common objective: the best care and treatment for our child and us.	157	5.63	0.78	0.29	0.48
Q22 Physicians and nurses cared about our child well-being.	157	5.73	0.52	0.38	0.36
Q23 We were daily informed about the physicians and the nurses who were in charge of our child.	155	4.57	1.69	0.37	0.38
Q24 Physicians and nurses emotionally supported us in an appropriate manner.	154	5.16	1.30	0.36	0.47
Q25 Physicians and nurses well met our needs.	157	5.39	0.99	0.34	0.52
Q26 The health staff took care of our child and us.	158	5.58	0.72	0.37	0.42
Q27 A nurse has always supported us in case of emergency.	120	5.33	1.18	0.35	0.34
Q28 Nurses always cared about our child clearness/hygiene and that he/she was comfortable into the incubator.	160	5.64	0.89	0.33	0.47
Q29 The handover between NICU and other wards health staff took properly place.	121	5.53	0.91	0.38	0.19*

Q30	We were actively involved in the decision about our child care and treatment	146	4.89	1.56	0.33	0.45
Q31	We were encouraged to stay next to our child.	156	5.52	1.03	0.16	0.22
Q32	We have confidence in the health staff.	160	5.71	0.71	0.32	0.41
Q33	We can stay near our child also during intensive treatments.	140	4.58	1.84	0.14*	0.27
Q34	Nurses encouraged us to help them during our child care.	149	5.16	1.44	0.16*	0.20
Q35	Nurses helped us to develop an emotional attachment between our child and us.	157	5.41	1.18	0.14*	0.26
Q36	Nurses taught us how to take care of our newborn child.	151	5.43	1.09	0.15*	0.43
Q37	We received information about our child care before his/her transfer or discharge.	108	4.65	1.82	0.32	0.37
Q38	Ward/section of NICU stay gave us a safety sensation.	161	5.67	0.77	0.30	0.27
Q39	Our child incubator or the crib were clear.	161	5.90	0.37	0.35	0.24
Q40	The health staff worked in an efficiency manner.	161	5.75	0.66	0.43	0.51
Q41	The ward/NICU section staff were on call.	125	5.48	1.13	0.24	0.22
Q42	The space around the incubator/crib was enough.	161	4.81	1.56	0.22	0.13*
Q43	The ward/NICU section was clean.	161	5.82	0.51	0.17*	0.11*
Q44	Ward/NICU section noises were mitigated where possible.	159	5.30	1.20	0.18	0.16
Q45	The atmosphere in the ward/NICU section was cordial without hostilities.	160	5.65	0.69	0.30	0.29
Q46	Nurses and physician always identified themselves saying their name and their role.	158	4.34	1.84	0.23	0.40
Q47	We received sympathy from physicians and nurses.	161	5.49	1.02	0.43	0.47
Q48	The health staff worked following the hygiene rules.	160	5.76	0.73	0.23	0.43
Q49	The health staff cared about our child and our privacy.	157	5.62	0.84	0.25	0.30
Q50	The health staff showed respect towards our child and us.	160	5.74	0.70	0.31	0.44
Q51	Physicians and nurses do not have usefulness conversation near our child incubator/crib.	153	5.24	1.43	0.25	0.37
Q52	The atmosphere among the staff was pleasant.	162	5.64	0.77	0.43	0.49
Q53	We were warmly welcomed by the staff.	162	5.38	1.16	0.29	0.42
Q54	Physicians and nurses gave the proper attention to our child and us despite their workload.	161	5.50	0.96	0.37	0.49
Q55	It was taken in account our culture of origin.	106	4.77	1.93	0.07*	0.06*
Q56	Physicians and nurses always gave priority to our child health condition.	160	5.79	0.57	0.36	0.26
Q57	Physicians and nurses were always available to listen to us.	161	5.50	0.95	0.34	0.50

*The correlations with the general vote to physicians and nurses are all significant for $p < 0.05$ except for those indicated with **